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3/15/18 2ND REQUEST
3/22 3R REQUEST

MAY 09 2018



To [Redacted]
Mercedes-Benz
DEPUTY ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
Mercedes-Benz USA, LLC

IMPORTANT TAKATA SAFETY RECALL INFORMATION UPDATE - CORRECTION

Driver Frontal Airbag Module, or Both Driver and Passenger Frontal Airbag Modules
NHTSA Recall #16V081, 16V363, 17V017
PRIORITY GROUP 5 vehicles
VIN: WDBWK54F37F134491

APR 02 2018

Christian Treiber
Vice President
Customer Services

January, 2018

WDBWK54F37F

Saint Louis, MO



INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

2/16/18

Dear Sir or Madam. My car currently is in Orange County, CA. I won't drive it back to Missouri with a defective airbag. When is the earliest possible date that I can get the replacement done -- IN CALIFORNIA? --

Dear Mercedes-Benz Owner:

In December 2017 we mailed you a letter that contained incorrect information regarding both the Priority Group for your vehicle and the anticipated part availability date. The corrected information is shown below. We apologize for any inconvenience this may have caused.

Cell # [Redacted]

2-16-18

Mercedes-Benz USA (MBUSA) is reaching out to you with important additional information and resources regarding the Takata recall and affected airbag inflators in your vehicle, including when FREE replacement airbag inflators will be available for your Mercedes-Benz vehicle. While the availability of replacement parts is taking longer than anticipated, please trust that we continue to do all we can to obtain airbag inflators as quickly as possible for this recall. The information we have provided below is extremely important.

OFFICE # [Redacted]

The National Highway Traffic Safety Administration (NHTSA) has established Priority Groups (1 being highest) for this recall based on affected vehicles with the highest risk of potential injury or death. This relates to Model, Model Year, affected airbag position (driver or passenger), and vehicle location based on state registration history. Your vehicle is part of Priority Group 5, with replacement parts expected to be available by June 30, 2018. NHTSA recently granted an extension for Priority Group 5 vehicles to enable MBUSA to develop sufficient final remedy parts to complete your airbag inflator replacement.

EX 2/19

What are the Risks? The defect in your driver frontal airbag inflator, or both driver and passenger frontal airbag inflators may cause the airbag to explode during airbag deployment and could result in metal fragments striking the front occupants, possibly causing serious injury or death.

What actions should I take until the remedy is available?
- Visit www.mbusa.com/recall for FAQs, and check on the latest parts availability status for your vehicle.
- Enter your 17 digit VIN in the VIN Look-up Tool to enter your preferred contact information.
- If needed, contact our MBUSA Takata hotline at 1-877-496-3691.
- Sign up for recall alerts at www.nhtsa.gov/alerts.
- Visit www.airbagrecall.com for additional information and warnings on the Takata recall
- Help spread the word with friends and family by sharing NHTSA's Consumer Fact Sheet and Video.

What are the next steps? Prior to June 30, 2018, when the replacement parts become available for your vehicle, we will mail another letter notifying you to bring your vehicle to your local Authorized Mercedes-Benz dealer to repair your vehicle FOR FREE.

What if I no longer own the vehicle? In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee.

We apologize for any inconvenience, and are sincerely concerned about your safety. Thank you for your attention to this important matter.

Sincerely,

[Redacted Signature]

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MS. KING - MIGHT YOU
OR YOUR ASSISTANT HELP
GET CHRISTIAN TREIBER AT
MERCEDES TO GET MY TAKATA
AIR BAG REPLACED? I'VE FAX'D
HIM 3 TIMES WITH NO RESPONSE.
THANK YOU FOR ANY HELP.



SANTA ANA, CA 926

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